

**DEPARTMENT OF JUSTICE  
DIVISION OF LAW ENFORCEMENT  
BUREAU OF FIREARMS  
Firearms Information Technology Systems Modernization Unit  
420-528-5402-901**

**JOB TITLE:** Analyst III (12-Month Limited Term)

**WORKING TITLE:** Organizational Change Management (OCM) Manager

**STATEMENT OF DUTIES:** Under the direction of the Supervisor (SUP) II, the Analyst (AN) III in the Firearms Information Technology Systems Modernization (FITSM) Unit will serve as the Bureau of Firearms Organizational Change Management Manager. The AN III will collaborate with other FITSM project staff to plan, lead, manage, coordinate, and oversee OCM activities in alignment with the FITSM project goals; provide oversight of the OCM consultants, ensuring standards, timelines, and deliverables align with the overall project. The AN III will prioritize and personally resolve complex business priorities related to the Project and monitor business activities to ensure approved objectives and benefits are realized and develops alternative activities when needed. Responsible for engaging with internal and external partners and performing complex project tasks to support the overall project. Create informative, and accurate communication to engage the project team, contracted staff, internal BOF staff, the Application Development Bureau (ADB), executive management, and the external user community.

The AN III must have strong analytical and project management skills, knowledge of the program's OCM needs, strong verbal and written communication skills, work well under pressure, and perform multiple tasks with accuracy, precision, and neatness.

**SUPERVISION RECEIVED:** Directly supervised by the SUP II, in the FITSM Unit.

**SUPERVISION EXERCISED:** None.

**TYPICAL PHYSICAL DEMANDS:** Ability to sit, type, rotate, and work at a computer workstation for up to a minimum of eight hours a day in order to prepare work assignments.

**TYPICAL WORKING CONDITIONS:** Enclosed cubicle in a smoke-free environment. Must work core business hours, Monday – Friday, and on occasion weekends and holidays. This position may be required to work overtime to complete assignments.

**ESSENTIAL FUNCTIONS:**

35% Develops and delivers OCM plans, including stakeholder engagement, leadership alignment, communication, training, and adoption measurement. Develops and implements change management plans tailored to the FITSM project initiatives, ensuring they align with the organization's broader goals. Identifies changes necessary to transition to the new FITSM system and develop a project schedule for OCM activities. Surveys stakeholders and gathers

data related to OCM activities; when necessary, proposes changes to the Project Manager, based on the data. Advocates for changes through the Change Control Board for the project. Creates reports and/or presentations on the OCM process, for a variety of audiences. Works with the Project Manager to assess staff resources and OCM implementation. Develops a risk assessment plan, anticipating and addressing potential resistance to change by implementing OCM strategies to promote understanding and acceptance. Creates a system to track and measure the progress of change adoption and monitor progress to ensure desired outcomes are achieved and to identify areas for improvement.

- 20% Builds effective training programs to support employees during the transition to the FITSM system, ensuring awareness of upcoming changes and equipping them with the necessary knowledge, resources, and skills. Conducts assessments to understand the potential impact of the change and the readiness of employees and the organization to adapt. Develops metrics to measure employee readiness and monitors training implementation plans to ensure employees receive the necessary training and resources. Supports senior management and direct supervisors in effectively lead their teams through the transition. Provides continuous assistance to help users with new tools, processes, or technologies. Coaches leaders and teams to build their change leadership skills and provides ongoing support to help them adapt to new ways of working.
- 20% Oversees all communication for the OCM activities. Identifies key individuals and groups affected by the change, developing a strategic plan to promote the goals, benefits, and impact of the FITSM project, and engaging them throughout the planning and execution phases to foster support and collaboration. Designs and delivers clear, informative, and empathetic communication related to the project. Ensures all relevant information is effectively shared with different audiences across the organization, communicating the vision, objectives, and benefits of the change. Liaises between management, project teams, and the user community to ensure transparent and consistent messaging. Recruits and empowers key individuals (Change Champions) to act as advocates who can influence and support their colleagues throughout the transition. Responsible for overseeing the Change Champion's OCM role, including identifying everyone's area of responsibility and ensuring their messaging accurately conveys the goals, purpose, and impact of the FITSM project.
- 15% Oversees vendors providing OCM consultation and identify their roles and responsibilities in the OCM process and overall FITSM project. Maintains vendor accountability by ensuring compliance with the project timeline and developing plans to offset potential delays. Collaborates with vendors to develop project deliverables and ensure department standards are being met by vendors.

5% Collaborates with BOF management and subject matter experts to identify system enhancements and business requirements for legislation and policy changes. Ensures future mandated legislative requirements are met. Liaises with ADB during system design and development and long-term support.

5% Other duties as assigned.

*I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):*

- ☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- ☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- ☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- ☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

|                    |       |                      |       |
|--------------------|-------|----------------------|-------|
| _____              | _____ | _____                | _____ |
| Employee Signature | Date  | Supervisor Signature | Date  |